



Controller *John Chiang*

California State Controller's Office

Applicants with disabilities who need reasonable accommodations, such as a Sign Language interpreter, a reader, or assistance attending an interview please call (916) 323-3055. For Voice / Relay Services, please call: 711.

Position:

(5013) Program Technician II

Position #:

051-550-9928-180

Salary Range:

\$2,691 - \$3,371

Issue Date:

10/15/2014

Contact:

Jade Celebrado, (916) 464-6050

Location:

Unclaimed Property Division
10600 White Rock Road
Rancho Cordova, CA 95670

Final Filing**Date:**

October 31, 2014

Application Information:

Individuals who are currently in this classification, or are eligible for lateral transfer or promotion, or are reachable on a certification list may apply. SROA/SURPLUS candidates will be given priority.

For permanent positions, SROA and surplus candidates should attach "surplus letters" to their application. Failure to do so may result in your application not being considered.

Submit a Std.678 State Application and Resume to:

State Controller's Office
Unclaimed Property Division
ATTN: JADE CELEBRADO
10600 White Rock Road, Suite 141
Rancho Cordova, CA 95670

Looking for a job that you can feel passionate about? Looking for work in an inviting work environment? If you are interested in working in a fast-paced environment surrounded by enthusiastic and self-motivated people, then look no further! The Office of the State Controller (SCO) is the destination Constitutional employer within the State of California.

Applications will be screened and only the most qualified will be interviewed.

The selected candidate considered for the advertised position will be required to undergo a fingerprint clearance and any offer of employment will be contingent upon live scan fingerprint results.

Scope of Position:

With general supervision provided by a Staff Services Manager I, the incumbent will answer and/or research the more difficult inquiries from claimants filing claims against unclaimed property accounts by verifying pertinent information and applying all applicable laws and rules governing the program. Act as an expert to the Program Technicians in the unit, and be familiar with procedures followed when evaluating claims. Handle all inquiries involving warrant tracers and returned warrants for the Division. Duties include but are not limited to the following:

Duties and Responsibilities:

(Candidates must perform the following functions with or without reasonable accommodations.)

- Work in the UPS2000 Database to track warrant activity, from issuance of warrants to the re-deposits and reissuances of warrants; complete necessary forms depending upon the status of warrants; research and track the more difficult returned warrants to determine eligibility for reissue or redeposit into unclaimed property account; work with all levels of staff to resolve all issues related to the warrants process, such as, the stop payment, redeposit and reissuance of warrants.
- Provide the more complex information to the general public requesting information regarding the status of their re-deposited or reissued warrant, and provide excellent customer service to the public by answering questions, returning telephone messages and email messages regarding the program.
- Prepare the more difficult correspondence to claimants regarding the necessary documentation to return with claim form and general information on unclaimed property law.
- Research the more difficult claims submitted by the public and

Please write “051-550-9928-180” on your application and indicate the basis of your eligibility in the job title section. Applications without this information may be rejected.

**(Statewide)
*FREE PARKING***

private sectors to verify appropriate distribution of escheated unclaimed property according to State Laws, Rules and Regulations, Unclaimed Property Law, Civil Code, Code of Civil Procedures, Attorney General opinions, Government Code and the Probate Code.

- During peak periods, assist with answering claimant calls on the 800 line; research the more difficult inquiries relating to specific claims and explain the more complex information regarding the Unclaimed Property Program; send out claim packages to callers; train new hires on how to handle 800 line calls.

Desirable Qualifications:

- Demonstrate a high degree of initiative, self-motivated, with a strong work ethic
- Ability to exhibit and promote a positive, professional, willing attitude, and work well with others
- Demonstrate good judgment, tact, and diplomacy
- Ability to work independently or as part of a team
- Must be dependable and punctual
- Ability to multi task and adjust to changing priorities
- Possess excellent customer service skills
- Good typing and work processing /computer knowledge and experience with various computer software programs (Outlook, Word, Excel and Access)

The State Controller's Office is committed to providing an equal employment opportunity to all, providing reasonable accommodations, prohibiting sexual harassment and discrimination based on race, color, ethnicity, national origin, ancestry, sex (gender identity), age, disability, genetic information, religion, sexual orientation, political affiliation, marital status, pregnancy, military status, and to providing protection against retaliation. Rev. 8/12